

Bureau of Health Care Quality and Compliance

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION		(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:  <b>NVS5282PCA</b>	(X2) MULTIPLE CONSTRUCTION A. BUILDING _____ B. WING _____	(X3) DATE SURVEY COMPLETED  <b>08/27/2010</b>
NAME OF PROVIDER OR SUPPLIER  <b>CARE 4 LIFE</b>		STREET ADDRESS, CITY, STATE, ZIP CODE <b>8687 W SAHARA AVE #190 LAS VEGAS, NV 89117</b>		
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P 000	<p>Initial Comments</p> <p>This Statement of Deficiencies was generated as a result of the State Licensure survey conducted in your agency on 08/24/10 - 8/27/10. The state licensure survey was conducted at your agency by authority of NRS Chapter 449, Personal Care Agencies.</p> <p>This findings and conclusions of any investigation by the Health Division shall not be construed as prohibiting any criminal or civil investigations, actions or other claims for relief that may be available to any party under applicable federal, state or local laws.</p> <p>The patient census was 40. Ten client records were reviewed. Six client contacts were made. Two home visits were conducted. Ten employee files were reviewed.</p> <p>The following regulatory deficiencies were identified:</p>	P 000		
P 050	<p>Section 14.1(a-e) Administrator Qualifications</p> <p>Sec. 14. 1. The administrator of an agency must: (a) Be at least 18 years of age; (b) Have a high school diploma or its equivalent; (c) Be responsible and mature and have the personal qualities which will enable him to understand the problems of elderly persons and persons with disabilities; (d) Understand the provisions of this chapter and chapter 449 of NRS; and (e) Demonstrate the ability to read, write, speak and understand the English language.</p> <p>This STANDARD is not met as evidenced by:</p>	P 050		

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TITLE

(X6) DATE

LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE

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P 050	Continued From page 1  Based on review of documentation and staff interview, the agency failed to obtain evidence of a high school diploma or its equivalent for the Administrator and the Administrator Designee.  1. Employee #1 and Employee #2 lacked documented evidence of a High School Diploma in their employee files.  Scope: 2 Severity: 1	P 050			
P 080	Section 14.1(4) Administrator Responsibility Abuse/Neglect  4. The administrator of an agency shall ensure that: (a) The clients of the agency are not abused, neglected or exploited by an attendant or another member of the staff of the agency, or by any person who is visiting the client when an attendant or another member of the staff of the agency is present; and (b) Suspected cases of abuse, neglect or exploitation of a client are reported in the manner prescribed in NRS 200.5093 and 632.472.  This STANDARD is not met as evidenced by: Based on record review and interview with the Administrative Designee, the agency failed to report a suspected case of patient neglect as required under NRS 200.5093.  1. Client file # 1 revealed a documented e-mail report of alleged abuse of Client# 1 by Employee #5. An interview with the Administrative Designee confirmed that the allegation had not been reported to	P 080			

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P 080	Continued From page 2  the local office of Aging Services Division of the Department of Health and Human Services; a police department or sheriff's office; the county's office for protective services; or a toll free telephone service designated by the Aging Services Department.  Scope: 1      Severity: 2	P 080			
P 170	Section 15(8) Documentation of Care  8. Provide for documentation of the needs of each client and the personal care services that are provided to the client;  This STANDARD is not met as evidenced by: Based on record review and staff interview, the agency failed to have documentation that reflected care provided by staff according to the individualized service plans for 10 of 10 client records reviewed. (Clients #1 - #10)  1. Record review of the agency's Daily Progress Notes, used for verification of services provided, did not include Medication Reminders as one of the services provided for as indicated by the service plan.  Scope: 3      Severity: 2	P 170			
P 230	Section 16.1(a-i) Personnel File  Sec. 16. 1. A separate personnel file must be kept for each attendant of an agency and must include, without limitation: (a) The name, address and telephone number of	P 230			

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P 230	<p>Continued From page 3</p> <p>the attendant; (b) The date on which the attendant began working for the agency; (c) Documentation that the attendant has had the tests or obtained the certificates required by NAC 441A.375; (d) Evidence that the references supplied by the attendant were checked by the agency; (e) Evidence of compliance with NRS 449.179 by the administrator of the agency or the person licensed to operate the agency with respect to the attendant; (f) Proof that, within 6 months after the attendant began working for the agency, the attendant obtained a certificate in first aid and cardiopulmonary resuscitation issued by the American National Red Cross or an equivalent certificate approved by the Health Division; (g) Proof that the attendant is at least 18 years of age; (h) Proof of possession by the attendant of at least the minimum liability insurance coverage required by state law if the attendant will be providing transportation to a client in a motor vehicle; and (i) Documentation of all training attended by and performance evaluations of the attendant.</p> <p>This STANDARD is not met as evidenced by: Based on policy review, record review and staff interview, the agency failed to provide a complete employee file for 5 of 10 employees.</p> <p>1. Employee#4 did not have an employee file.</p> <p>2. Employees #1 and #2 were missing documentation of an address and telephone</p>	P 230			

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P 230	Continued From page 4  number, a date of hire, current documentation of TB skin testing and a physical examination that complies with NAC 441A.375.  3. Employee #3 and #7's personnel files lacked documented evidence of reference checks.  4. The agency policy #203 states, "To ensure that individuals who join Care 4 Life are well qualified and have a strong potential to be productive and successful, it is the policy of Care 4 Life to check the employment references of all applicants."  Employee #6's file lacked evidence of documentation of employment reference checks. Two of the five of the personal references supplied by the employee were checked. Review of documentation of Client #1 and Client #4 files and interviews with the Administrative Designee and the HR Manager revealed evidence that Employee #6 had been the subject of complaints registered with the agency. Review of the Employee Corrective Action Form revealed that Employee #6 was terminated on 6-2-10 as a result of one of the client complaints and time record falsification.  Scope: 2 Severity: 2	P 230			
P 280	Section 17/1(2) Documentation of Supervision  2. Each supervisory visit and each telephone call must be documented. The documentation must be dated and signed by the administrator or his designee. Each supervisory visit and each telephone call must consist of an evaluation of whether: (a) Appropriate and safe techniques have been used in the provision of personal care	P 280			

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P 280	<p>Continued From page 5</p> <p>services to the client; (b) The service plan established for the client has been followed; (c) The service plan established for the client is meeting the personal care needs of the client; (d) The attendant providing personal care services to the client has received sufficient training relating to the personal care services that the attendant is providing to the client; and (e) It is necessary for the administrator or his designee to follow up with the attendant or client concerning any problems in the personal care services being provided to the client or the service plan established for the client that are identified as the result of the supervisory visit or telephone call.</p> <p>This STANDARD is not met as evidenced by: Based on record review and staff interview, the agency failed to have documented evidence of supervisory home visits or telephone calls for one of ten clients (Client #2).</p> <p>Record review of Client #2's file revealed lack of documented evidence that supervisory visits were conducted in person or by phone.</p> <p>Severity: 2 Scope: 1</p> <p>Based on record review and staff interview, the agency failed to have documented evidence of supervisory home visits or telephone calls for one of ten clients ( Client #2 ).</p>	P 280			

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P 280	Continued From page 6  1. Client #2 was admitted to the agency on March 11, 2009. Review of the client's file revealed a lack of documented home visits or supervisory telephone calls since admission. This was confirmed by an interview with the Administrative Designee.  Scope: 1      Severity: 2	P 280		
P 510	Section 23.1 Prohibited Services  Sec. 23. 1. The administrator of an agency shall ensure that each attendant working for the agency is working within his scope of service and conducts himself in a professional manner. An attendant is prohibited from providing any of the services listed in subsection 2 to a client. 2. The services an attendant must not provide to a client include, without limitation: (a) Insertion or irrigation of a catheter; (b) Irrigation of any body cavity, including, without limitation, irrigation of the ear, insertion of an enema or a vaginal douche; (c) Application of a dressing involving prescription medication or aseptic techniques, including, without limitation, the treatment of moderate or severe conditions of the skin; (d) Administration of injections of fluids into veins, muscles or the skin; (e) Administration of medication, including, without limitation, the insertion of rectal suppositories, the application of a prescribed topical lotion for the skin and the administration of drops in the eyes; (f) Performing physical assessments; (g) Monitoring vital signs; (h) Using specialized feeding techniques; (i) Performing a digital rectal examination;	P 510		

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P 510	<p>Continued From page 7</p> <p>(j) Trimming or cutting toenails; (k) Massage; (l) Providing specialized services to increase the range of motion of a client; (m) Providing medical case management, including, without limitation, accompanying a client to the office of a physician to provide medical information to the physician concerning the client or to receive medical information from the physician concerning the client; and (n) Any task identified in chapter 632 of NRS and the regulations adopted by the State Board of Nursing as requiring skilled nursing care, including, without limitation, any services that are within the scope and practice of a certified nursing assistant.</p> <p>This STANDARD is not met as evidenced by: Based on record review and staff interview, the agency failed to prevent personal care attendants from performing prohibited services for three of ten clients (Client #2, #4 and #10).</p> <p>1. Review of Client # 2's file revealed documentation of a letter from Employee #11 to the HR Manager. The letter referred to an annual physical examination that the employee took the client to on 4-28-10. The letter referred to instructions received from the client's doctor during the visit.</p> <p>The letter was accompanied by a seven page narrative entitled, "Caring For Mary". The document refers to the act of applying, instructions for application and the recording of the application date of a medication patch. No evidence was found in the client's file that the Administrator or the Administrative Designee reviewed the documentation or took action to</p>	P 510			

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P 510	<p>Continued From page 8</p> <p>ensure that the caregivers for Client # 2 were not providing prohibited services.</p> <p>2. Review of Client #4's file revealed evidence of a telephone Supervisory Note that documents a call from Employee #12 to HR Administrator on 12-18-09. The caregiver reported that she had given cough syrup to the client twice during a two hour coughing spell. Caregiver also reported that the client's coughing started with difficulty swallowing a pill.</p> <p>Caregiver was counseled by the HR Manager taking the report, to coat client's pills with butter or margarine prior to client swallowing them. The HR Manager also left a message with Employee #13 about using the butter or margarine on the client's pills. The document revealed that the Administrator was informed of the client's condition and the caregiver's communications with the client's son.</p> <p>The document lacked evidence that the Administrator was aware that the caregiver had administered medication to the client or that the HR Manager had given instructions for administration of the client's medications to Employee #12 and Employee #13.</p> <p>3. The Documentation Log kept in the client's home for the purpose of documenting caregiver's activities, information about the client, communications between caregivers and family. (Policy T-08 Employee Handbook) revealed entries by the caregiver of performing the following prohibited service for Client #10: Massaging the feet of this client with a history of a stroke and providing medical information to the client's physician regarding the client's complaints of pain.</p>	P 510			

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P 510	Continued From page 9  Scope: 2 Severity: 2	P 510			

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